

**PROTECTION and ADVOCACY for BENEFICIARIES of SOCIAL SECURITY (PABSS)**

**SEMI-ANNUAL PROGRAM PERFORMANCE REPORT**

**REPORTING PERIOD: From 12/1/2009 To 9/30/2010**

**GRANT AWARD NUMBER: 17-B-20018-5-05**

**STATE: IN**

**AGENCY NAME: INDIANA - Indiana Protection and Advocacy Services**

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**DATE SUBMITTED: 1/1/0001**

**Part I - Quantitative Statistics****Section A: Information and Referral**

How many individuals received Information and Referral under the PABSS program during the Report Period? (Do not count individuals more than once for this response.)

Individuals Receiving I&R	52
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How many Information and Referral requests were made under the PABSS program during the report period? (Include all I&R requests, even if more than one for some individuals. This number should equal or exceed Section A. 1.)

Information and Referral Requests	58
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**Section B: Individuals and Issue Area Service Requests/Workload Statistics****Individuals**

a. How many individuals had open PABSS issue area service requests at the start of the report period?	4
b. How many new PABSS individuals were added during the report period?	18
<b>Total Individuals Served</b>	<b>22</b>
c. Total number of individuals with all issue area service requests that were closed during the report period under the PABSS program	12
<b>Total Individuals Still Being Served</b>	<b>10</b>

**Services**

a. Total PABSS issue area service requests open at the start of the report period.	4
b. Number of new PABSS issue area service requests added during the report period?	18
<b>Total Services</b>	<b>22</b>
c. Total number of issue area service requests closed during the report period?	12
<b>Total Services Still Open</b>	<b>10</b>

**Section C: Individual Demographics**

1. Please provide counts of individuals served by Gender:

a. Male	8
b. Female	10
<b>Total individuals receipted</b>	<b>18</b>

**2. Please provide counts of individuals served by Ethnicity:**

a. Alaskan Native	0
b. American Indian	0
c. Arab American (Middle Eastern)	0
d. Asian	0
e. Black (Not Hispanic/Latino Origin)	7
f. Hispanic/Latino	1
g. Multi Racial / Multi Cultural	0
h. Pacific Islander	0
i. White (Not Hispanic/Latino Origin)	10
j. Unknown	0
Other (IF SELECTED MUST SPECIFY)	0
<b>Total individuals receipted</b>	<b>18</b>

**3. Please provide counts of individuals receipted by Age Bracket:**

a. 14 to 18	0
b. 19 to 21	0
c. 22 to 40	3
d. 41 to 59	14
e. 60 to 64	1
<b>Total individuals receipted</b>	<b>18</b>

**Please provide counts of individuals receipted by Beneficiary Status.**

a. SSI eligible	2
b. SSDI eligible	12
c. Dually eligible	4
<b>Total individuals receipted</b>	<b>18</b>

**Please provide counts of individuals receipted by Primary Disability:**

a. Absence of extremities	0
b. Autism	0
c. Auto-immune (lupus, thyroid, ALS, etc.)	0
d. Blindness (both eyes)	2
e. Cancer	0
f. Cerebral palsy	0
g. Deaf-blind	0
h. Deafness	1

<b>i. Diabetes</b>	<b>0</b>
<b>j. Digestive disorders (chronic pancreatitis, esophageal stricture, fistulae, chronic liver, etc.)</b>	<b>0</b>
<b>k. Epilepsy</b>	<b>0</b>
<b>l. Genitourinary conditions (kidney, prostate, etc.)</b>	<b>0</b>
<b>m. Hard of Hearing (not deaf)</b>	<b>0</b>
<b>n. Heart and other circulatory problems including cardiovascular</b>	<b>0</b>
<b>o. HIV/AIDS</b>	<b>1</b>
<b>p. Mental illness (diagnosis according to DSM-IV)</b>	<b>7</b>
<b>q. Mental retardation</b>	<b>0</b>
<b>r. Multiple sclerosis</b>	<b>0</b>
<b>s. Muscular dystrophy</b>	<b>0</b>
<b>t. Muscular / Skeletal impairment (arthritis, fibromyalgia, osteogenesis imperfecta, osteomyelitis, etc.)</b>	<b>0</b>
<b>u. Neurological disorders (brain tumors, convulsive disorders, Parkinson, etc.)</b>	<b>0</b>
<b>v. Other emotional/behavioral (Provide detail)</b>	<b>0</b>
<b>w. Other intellectual such as ADD/ADHD (Provide detail)</b>	<b>0</b>
<b>x. Physical / orthopedic including spinal cord injuries, paraplegia, quadriplegia, back problems, etc.</b>	<b>6</b>
<b>y. Respiratory disorders (emphysema, asthma, pulmonary hypertension, cystic fibrosis, etc.)</b>	<b>1</b>
<b>z. Specific learning disabilities (SLD)</b>	<b>0</b>
<b>aa. Speech impairment</b>	<b>0</b>
<b>bb. Spina bifida</b>	<b>0</b>
<b>cc. Substance abuse (alcohol or drugs)</b>	<b>0</b>
<b>dd. Tourette syndrome</b>	<b>0</b>
<b>ee. Traumatic brain injury (TBI)</b>	<b>0</b>
<b>ff. Visual Impairment (not blind)</b>	<b>0</b>
<b>gg. Disability not known/Other than Above (Specify)</b>	<b>0</b>
<b>Total individuals receipted</b>	<b>18</b>

#### **Section D: Major Source of Concern**

Please Provide counts of all PABSS issue are service request receipts by major source of individual's concern for the current report period:

<b>1. State Vocational Rehab Agency (public VR program)</b>	<b>18</b>
<b>2. Employment Networks (SSA contractor)</b>	<b>0</b>
<b>3. Agencies other than 1. or 2. above</b>	<b>0</b>

4. Employment discrimination – hire, fire, promotion	0
5. Employment wages and benefits	0
6. Housing	0
7. Healthcare (not 5 above)	0
8. Insufficient/improper benefits planning	0
9. Transition services (Student beneficiary between 14-18 (or under age 22) engaging/needing a transition plan)	0
10. Post Secondary accommodation	0
11. Transportation	0
12. Social Security benefits cessation based on SGA (including CDR's) – not Overpayment	0
13. Benefits Questions/Work Incentives – Not 12 or 14	0
14. Work Related Overpayment	0
15. Other (IF SELECTED MUST SPECIFY)	0
<b>Total issues/service requests of individuals receipted.</b>	<b>18</b>

### **Section E: Closed Issue Area Service Requests**

What was the problem/sub-problem area?

a. [AT] Assistive Technology	0
b. [Education] Transition school to work	0
c. [Employment] Discrimination in employment benefits	0
d. [Employment] Discrimination in hiring	0
e. [Employment] Unlawful termination / firing	0
f. [Employment] Other employment discrimination	0
g. [Employment] Reasonable accommodation – not d, e, or f from above	0
h. [Employment] Service provider issues – not c-g above	0
i. [Employment] Wage and hour issues	0
j. [Financial Entitlements] SSI: Overpayments based on work issues	0
k. [Financial Entitlements] SSDI: Overpayments based on work issues	0
l. [Financial Entitlements] (other) – Specify	0
m. [Healthcare] Medicaid only issues	0
n. [Healthcare] Medicare/Medicaid issues	0
o. [Healthcare] Medicare only issues	0
p. [Healthcare] Private Insurance Issues	0
q. [Housing] Accommodations in housing	0
r. [Housing] Subsidized housing/Section 8	0
s. [Housing] Rental termination – not q .	0
t. [Housing] Other – Specify	0

<b>u. [Childcare]</b>	<b>0</b>
<b>v. [Rehab Services] Related to State VR</b>	<b>12</b>
<b>w. [Rehab Services] Related to Employment Network (EN)</b>	<b>0</b>
<b>x. [Rehab Services] Related to Agencies other than State VR or Employment Network (EN)</b>	<b>0</b>
<b>y. [Post-Secondary Ed] Accessibility</b>	<b>0</b>
<b>z. [Post-Secondary Ed] Funding issues</b>	<b>0</b>
<b>aa. [Post-Secondary Ed] Grievance Against College – Not y or z above</b>	<b>0</b>
<b>bb. [Post-Secondary Ed] Other – Specify</b>	<b>0</b>
<b>cc. [Services] Personal assistance – not Employment</b>	<b>0</b>
<b>dd. [Transportation]</b>	<b>0</b>
<b>ee. [Benefits Planning] referral / access to BPAO services</b>	<b>0</b>
<b>ff. [Other] (IF SELECTED MUST SPECIFY)</b>	<b>0</b>
<b>Total closed issue area service requests.</b>	<b>12</b>

**What was the reason for closing the individual's issue area service request?**

<b>a. Issue Resolved in Individual's Favor</b>	<b>8</b>
<b>b. Issue Partially Resolved in Individual's Favor</b>	<b>2</b>
<b>c. Issue Lacked Legal Merit</b>	<b>0</b>
<b>d. Individual decided not to pursue resolution or Individual Withdrew Complaint (Not e-g below)</b>	<b>1</b>
<b>e. Other Representation Obtained (Individual found other representation)</b>	<b>0</b>
<b>f. Individual Not Responsive to Agency / Individual refused to cooperate with P&amp;A</b>	<b>1</b>
<b>g. Services Not Needed Due to lost contact, Death, Relocation, etc.</b>	<b>0</b>
<b>h. Advocacy efforts/appeals were unsuccessful (Issue not resolved in Individual's Favor)</b>	<b>0</b>
<b>i. Other (IF SELECTED MUST SPECIFY)</b>	<b>0</b>
<b>Total closed issue area service requests.</b>	<b>12</b>

**What was the highest intervention strategy used?**

<b>a. Short Term/Technical assistance</b>	<b>6</b>
<b>b. Informal Resolution</b>	<b>2</b>
<b>c. Investigation/Monitoring</b>	<b>1</b>
<b>d. Negotiation</b>	<b>1</b>
<b>e. Mediation / Alternative Dispute Resolution</b>	<b>2</b>
<b>f. Administrative Remedies</b>	<b>0</b>
<b>g. Legal remedy / Litigation</b>	<b>0</b>
<b>h. Class Action Suits</b>	<b>0</b>

<b>i. Systemic / Policy activities</b>	<b>0</b>
<b>Total closed issue area service requests.</b>	<b>12</b>

As a result of P&A intervention, the following major outcome was achieved:

<b>a. Individual gained / maintained access to services including those of VR, EN or other agency</b>	<b>6</b>
<b>b. Individual obtained employment</b>	<b>0</b>
<b>c. Individual regained employment</b>	<b>1</b>
<b>d. Individual maintained employment</b>	<b>1</b>
<b>e. Individual advanced in employment</b>	<b>0</b>
<b>f. Individual's employment opportunities increased</b>	<b>0</b>
<b>g. Individual obtained an increase in salary and/or benefits</b>	<b>0</b>
<b>h. Validity of discrimination complaint was upheld</b>	<b>0</b>
<b>i. Overpayment situation addressed (it doesn't matter if it was waived or the efforts weren't successful)</b>	<b>0</b>
<b>j. Individual acquired knowledge concerning his/her rights</b>	<b>4</b>
<b>k. Outcome information is not available</b>	<b>0</b>
<b>l. Other outcome (IF SELECTED MUST SPECIFY)</b>	<b>0</b>
<b>Total outcomes of closed issue area service requests.</b>	<b>12</b>

## **Part II - Narrative Reporting**

### **Section A: Description of Progress and Status Update**

Please provide a brief overview of overall project status, staff changes, staff training or other major developments with regard to the PABSS program. This could include information about boards and committees where decisions are made concerning disability service delivery and local policy.

The Indiana PABSS grant has maintained the same four staff, Supervisor and three Advocates, since 2004. Indiana PABSS continues to have strong working relationships with both Work Incentives Planning and Assistance projects and the state's Social Security Administration's Area Work Incentives Coordinator. Indiana Vocational Rehabilitation Services (VR), after the absence of a year, will once again become an employment network in fiscal year 2011. PABSS continues to have a positive relationship with VR and nearly all PABSS cases involve individuals who have complaints in regards to the services provided to them through this employment network.

Transition brochures were completed for three school corporations identified in 2009 and 7,000 copies distributed to parents and students. Three additional school corporations, West Central Indiana Special Services Cooperative, Lake Central School Corporation, and Madison Area Special Services, have been identified in 2010 and staff are in the process of individualizing transition information to be included in each brochure. The completed transition booklets will be distributed in the early part of 2011 to 6200 transition aged students. These guides will provide those students aged fourteen years and older with much needed transition information to guide them in making decisions regarding their future schooling or employment.

Staff continue to complete outreach regarding the Ticket to Work, Work Incentives Planning and Assistance, and PABSS programs to beneficiaries and staff involved in segregated work settings within Indiana's community rehabilitation facilities.

The PABSS Supervisor continues to participate as a member of the Indiana Commission on Rehabilitation Services and serves as the chairperson for the Subcommittee on Policy and Procedure. This subcommittee continues to provide input to VR on proposed changes to policies and practices that will affect beneficiaries seeking employment and careers.

## **Section B: Detail of Actions Taken on the Project**

**Issue Area Service Requests Summaries:** [Please provide summaries of three Issues/Service Requests undertaken as part of the PABSS project. Indicate clearly the issue or problem, the PABSS intervention, and the results if known]

### **Service Request #1**

“Mark” was a forty-one year old beneficiary of Social Security Disability Insurance who contacted PABSS regarding problems with his local Vocational Rehabilitation (VR) office. Specifically he stated that he had been assigned a “new” VR Counselor three months earlier, but the Counselor had failed to return his calls and contact him. Mark



had attempted to return to work in the past utilizing VR as an employment network but both experiences had left him feeling as if VR did not want to help him. PABSS made contact with Mark's local VR office and determined that multiple staff changes had occurred and his case had in fact been assigned and reassigned during that time period without proper notification having been provided to him. PABSS was reassured by the VR Area Supervisor that Mark would be contacted immediately by his newly assigned VR Counselor. The client was indeed contacted by his current VR Counselor and a meeting was scheduled to develop an individual plan of employment (IPE) documenting the vocational goal of completing schooling to become an aviation mechanic. Although VR had previously sent Mark to school for similar training in 2003, he was in need of additional training to allow him work on small aircraft as opposed to larger planes. VR was concerned that Mark's self disclosed issue with short term memory loss might not allow him success in schooling. VR requested he obtain information from his physician which would support the chosen vocational goal. IPAS monitored Mark's case for several months until he was able to provide VR with the requested documentation from his doctor. An IPE was developed and Mark is receiving the training needed to achieve his vocational goal of becoming a small aircraft mechanic.

#### **Service Request #2**

"Roger" was a fifty-two year old dual beneficiary of Social Security Disability Insurance and Supplemental Security Income. He applied for services from Indiana Vocational Rehabilitation Services (VR) in February of 2009. Roger explained that he intended to volunteer for a year through the AmeriCorps Vista; a national program designed to fight poverty, and had begun his work at a local social service agency. He was completing this service in order to have school loans forgiven. After he completed his time with AmeriCorps Vista he planned to attend college, complete a degree in social work, and would need VR assistance to do so. In May of 2009 Roger's VR Counselor completed an individual plan of employment (IPE) listing a vocational goal of "customer service representative" but did so without his input. The IPE was mailed to Roger who signed and returned it. As Roger continued his volunteer work he realized he had a keen interest and aptitude in regards to assistive technology for individuals with visual deficits. Upon completion of his year with AmeriCorps Vista he approached his VR Counselor and requested a revision of the vocational goal on his IPE from what he believed to be a degree in social work to one year of training at Lions World Services which would allow him to be qualified as an assistive technology instructor. Lions World Services for the Blind is a rehabilitation center for adults who are blind or visually impaired, located in Little Rock, Arkansas. The VR Counselor refused to change the IPE goal of "customer service representative" which had been documented without input from Roger. Roger was puzzled by the vocational goal documented on his IPE and reminded the VR Counselor that he had originally requested support for a degree in social work and had never mentioned the goal of "customer service representative". Roger then requested to appeal this denial and contacted PABSS. PABSS reviewed Roger's VR file and determined that his VR Counselor had either not fully understood the chosen vocational goal allowing for erroneous documentation on his IPE or had confused him with another client. The VR Counselor appeared to be unaware that the program Roger had participated in through AmeriCorps VISTA was a

voluntary program rather than a formal training program funded with tuition by VR. Further the VR Counselor had failed to complete a comprehensive functional assessment prior to the development of the IPE as required per state policy and the Federal Rehabilitation Act of 1973, as amended. PABSS was able to, via a formal mediation process; resolve the issue presented by the client. During the mediation Roger's VR Counselor was unable to explain the confusion or inaccuracies but did agree to rewrite the IPE to reflect the client's chosen vocational goal of attending training at Lions World to become an assistive technology instructor as well as supports and services needed to achieve that goal.

### **Service Request #3**

"Kris" is a forty-five year old beneficiary of Supplemental Security Income benefits who applied for services from Indiana Vocational Rehabilitation Services (VR) in March of 2006. Kris wanted to begin a small business enterprise of hair braiding which would involve providing the training, education, and selling of products in relationship to this skill. An individual plan of employment (IPE) was developed for Kris in February of 2007 and included her conducting a "test class" with students to train them in braiding techniques. During this time Kris also continued to work with Breaking New Ground at Purdue University to further develop and refine her business plan. She initially used her own computer but needed a loaner from VR when hers no longer worked. Kris was assigned four different VR Counselors during the time period from February of 2007 through July of 2007. The last VR Counselor assigned to her during this period of time did not believe that her small business plan was viable and consulted with the representative from Breaking New Ground who agreed with him. The VR Counselor offered Kris job placement services which she did not accept and then began to close her case. Kris requested an appeal of the case closure. At that time the VR Counselor determined that Kris would benefit from further testing, specifically neuropsychological testing, and offered to provide this to her to evaluate what he perceived to be memory and concentration issues. Kris contacted PABSS to assist her with her appeal against VR. PABSS determined that Breaking New Ground had not provided Kris with all of the assistance that she needed in regards to her small business enterprise, especially in regards to financial estimates. The frequent turnover of VR Counselors had prevented her from receiving appropriate and consistent VR guidance and counseling as needed. PABSS determined that Kris's IPE had not been updated since May of 2007 even though she had worked with the same VR Counselor since July of 2007. Results of the neuropsychological testing were surprising in that they supported Kris's ability to develop and manage her small business enterprise. Based on this information as well as input from PABSS, the VR Counselor reopened Kris's case negating the need for either a formal mediation or administrative hearing. Further Kris and her VR Counselor, with the assistance of PABSS, developed and approved a new IPE in 8/09 and funded her SBE after she successfully gathered needed information including: financial data and projections, letters of commitment, networking results; marketing plans, materials and equipment needed, proposed state-approved vendors, and assistive technology needs. Additional supports and services were added as IPE amendments from 9/2009 through 12/2009. PABSS continued to monitor the implementation of Kris's IPE during this time to assure that she received everything agreed upon. Kris continues to successfully manage her hair braiding

business.

### Outreach Statistics:

<b>Total Number of Outreach/Presentations</b>	<b>54</b>
<b>Total Number of Persons Reached by Outreach/ Presentation Events</b>	<b>3319</b>

### Other Information Dissemination Activities: (Number of Instances)

<b>1. Radio/TV appearances by PABSS staff</b>	<b>0</b>
<b>2. Newspaper/Magazine/Journal articles prepared by staff</b>	<b>0</b>
<b>3. PSAs/videos/films aired by the Agency</b>	<b>0</b>
<b>4. Reports disseminated</b>	<b>0</b>
<b>5. Publications/Booklets/Brochures disseminated</b>	<b>7207</b>
<b>6. Number of Website hits</b>	<b>52724</b>
<b>7. Other media activities (IF SELECTED MUST SPECIFY)</b>	<b>0</b>

**Outreach Narrative:** [Describe the agency's outreach efforts. Describe the trainings presented by the staff including information about the topics covered, the purpose of the training, and a description of the attendees. Describe media events, informational materials developed or other activities undertaken as part of the PABSS project.]

Indiana PABSS staff continue to focus outreach efforts on transition aged students, beneficiaries within segregated work settings, and individuals with sensory disabilities. Staff were present at eleven transition fairs in the past ten months providing information and training to 1,572 students, parents, and educators. PABSS staff attended seventeen WISE events providing outreach to 512 beneficiaries. Outreach occurred in seventeen sheltered workshop settings where 672 individuals received information regarding the Ticket to Work program.

### PABSS OUTREACH (FY from 12/1/2009 through 9/30/2010)

<b>DATE</b>	<b>Event</b>	<b># in attendance</b>
12/3/09	WISE Events – Indianapolis	16
12/9/09	IN-APSE	225
12/16/09	WISE Events - Indianapolis	40
2/25/10	WISE Events - Washington	16
3/2/10	Johnson County Transition Fair	160
3/4/10	Warren Central Transition Fair	300
3/4/10	**Wabash Valley Self Advocates	20

3/5/10	Lake County Transition Fair	350
3/16/10	Morgan County Transition Fair	50
3/18/10	Hamilton Boone Madison Transition Fair	200
3/18/10	**Normal Life Self Advocate	45
3/19/10	**Noble AKTION Club	15
3/19/10	**Noble East Self Advocates (east site)	35
3/20/10	Brain Injury Association of Indiana "Spring Fling"	
	Caregivers' Conference	50
3/22/10	**Options for Better Living Self Advocates	13
3/22/10	WISE Events – New Albany	20
3/22/10	WISE Events – Monroe County	30
3/23/10	**Noble Self Advocates(northeast site)	25
3/24/10	**Noble Self Advocates(Carmel)	13
3/24/10	**Bosma Enterprise Production	30
3/24/10	**Bosma Rehabilitation	15
3/25/10	**Shares, Inc.	45
3/25/10	**Shares, Inc.	45
3/24/10	Warren Central Job Fair	200
3/31/10	Low Vision Expo	200
4/1/10	Grant County Disability Resource Fair 2010	25
4/5/10	Rehab Hospital of Ind. Support Group	10
4/8/10	WISE Events – Ft. Wayne	32
4/8/10	**Carey Services	60
4/12/10	**Sandstone Industries(Jefferson Co.)	50
4/16/10	**Shares (Rushville site)	50
4/20/10	Monroe-Owen Transition Fair	75
4/20/10	PATINS Conference	300
4/22/10	**Allen County Self Advocates	58
4/22/10	**Alliance Industries(DeKalb County)	30
4/29/10	Pike High School Transition Fair	12
5/5/10	WISE Events – Indianapolis	30
5/6/10	Seymour Transition Fair	100
5/6/10	Scott County Transition Fair	100
6/9/10	WISE Events – Marion	14
6/16/10	WISE Events - Madison	25
6/18/10	IPMG (waiver case managers)	80
7/14/10	WISE Events – Terre Haute	10
7/15/10	WISE Events – Ft. Wayne	24
7/22/10	WISE Events – Indianapolis	60
7/28/10	WISE Events – Jasper	15
8/5/10	WISE Events – French Lick	25
8/19/10	WISE Events - Indianapolis	55
9/10/10	WISE Events - Lawrenceburg	20
9/10/10	Key Consumer Conference	200
9/13/10	**Shares	78
9/17/10	Southern Ind. Center for Ind. Living	15
9/29/10	**Shares	45

54 events total with 3,319 in attendance

**\*\* All or a large portion of the audience trained participate in sheltered workshop or pre-vocational programs.**

Indiana PABSS received supplemental funds to address organizational (employer) representative payee (rep payee) issues. Ten Social Security Representative Payee entities were reviewed this past year including: Abilities Services, Inc., ARC of Wabash County, Gateway Services, Gibson County ARC, Hillcroft Services, Logan Center, New Horizons Rehabilitation Services, Inc., Pathfinder Services (Wabash County), Pike County ARC, and Sycamore Services. Reports containing results of these reviews were completed and provided to NDRN as required.

### **Section C: Problems Encountered and Steps Taken to Resolve Problems**

Problems encountered and steps taken to resolve problems: [Please provide detail information about problems encountered in implementing or administering the PABSS program and actions you have taken to resolve the problems you encountered.]

No problems were encountered with the PABSS program this past fiscal year.

### **Section D: Planned Future Activities**

Planned activities: [Please provide activities you plan to undertake to further the objectives of the PABSS project.]

During fiscal year 2011, IPAS will continue to develop and distribute transition materials specific to school corporations in Indiana. IPAS will continue to distribute materials at a minimum of six transition fairs as well. Efforts will continue to provide beneficiaries in segregated employment settings with information regarding the Ticket to Work, Work Incentives Planning and Assistance, and Protection and Advocacy for Beneficiaries of Social Security.

### **Section E: Diversification Activities**

Diversification activities: [Please provide a description of activities undertaken to address the needs of individuals with disabilities from diverse ethnic and racial communities.]

PABSS will continue to print outreach materials in Spanish as well as English. Outreach will continue in regards to transition aged students. Transition fairs attended by staff during 2010 included those occurring in cities with large minority and ethnic populations including Indianapolis, Hammond, Lafayette, Columbus, and Ft. Wayne.